WHAT IS CLAIMED IS:

1. An office information system comprising:

a path record storage device which stores a plurality of path records related to components of the system, each path record indicating a locating path needed to reach a location of a specific one of the components in the system when a failure of the specific one of the components occurs;

a failure location detecting device which detects a location of a component in the system when a failure related to the component occurs;

a reached location determining device which reads a path record from the path record storage device when the location of the failure is detected, and determines a currently reached location in the system based on the path indicated by the path record; and

a message device which generates, when the reached location is determined, an operational message needed for recovering the failure at a subsequent location of the path following the reached location.

2. The office information system according to claim 1, wherein said message device provides a user with the operational message by outputting a light-on signal indicating a subsequent location of the path following the reached location in the system.

3. The office information system according to claim 1, wherein said message device provides a user with the operational message by outputting a voice signal indicating a subsequent location of the path following the reached location in the system.

4. The office information system according to claim 1, wherein said message device includes:

a plurality of optical-output indicators, provided adjacent to the respective components of the system, each of which lights up in response to a light-on signal that indicates the subsequent location in the system;

a voice synthesis unit which generates a synthesized voice signal indicating the subsequent location in the system, in synchronism with the light-on signal; and

an operation control unit which allows the voice synthesis unit to generate the synthesized voice signal when a voice output mode is selected by a user.

5. The office information system according to claim 4, wherein said operation control unit includes:

a voice input unit which converts an input voice from the user into an electrical signal; and

a voice recognition unit which recognizes the electrical signal, produced by the voice input unit, as being the selection of the voice output mode,

said operation control unit allowing the voice synthesis unit to generate the synthesized voice signal when the electrical signal is recognized by the voice recognition unit as being the selection of the voice output mode, so that the subsequent location indicated by the voice signal is provided to the user.

6. The office information system according to claim 5, further comprising:

a radio communication handset; and

a radio transmitter/receiver unit, coupled to the message device, which communicates with the radio communication handset by a radio signal,

wherein, when said transmitter/receiver unit receives an input radio signal from the handset, the input radio signal indicating the selection of the voice output mode from the user, the operation control unit allows the voice synthesis unit to generate the synthesized voice signal, and when a synthesized voice is output from the message device, said transmitter/receiver unit transmits an output radio signal carrying the synthesized voice to the handset.

7. The office information system according to claim 6, wherein the radio communication handset is a portable telephone.

8. The office information system according to claim 1, further comprising a failure recovery message device which provides a user with a failure recovery message that indicates whether or not the recovery of the failure in the system is completed.

9. A failure recovery message method for an office information system, comprising the steps of:

storing a plurality of path records related to components of the system into a path record storage device, each path record indicating a locating path needed to reach a location of a specific one of the components in the system when a failure of the specific one of the components occurs;

detecting a location of a component in the system when a failure related to the component occurs;

reading a path record from the path record storage device when the location of the failure is detected;

determining a currently reached location in the system based on the path indicated by the path record; and

generating, when the reached location is determined, an operational message needed for recovering the failure at a subsequent location of the path following the reached location.

10. The failure recovery message method according to claim 9, further comprising the step of providing a user with a failure recovery message that indicates whether or not the recovery of the failure in the system is completed.

11. An office information system comprising:

a user identifying device which authenticates a personal identification by receiving a user ID;

a customizing device which generates a customized operational message of the system appropriate for a user whose identification is authenticated; and

an operational history storage device which stores operational history records of a number of users, each user having a different user ID, and each history record indicating an operational characteristic of one of the number of users,

wherein the customizing device reads an operational history record of the user, whose identification is authenticated, from the operational history storage device, detects the operational characteristic of the user from the read history record, and updates the customized operational message in accordance with the detected operational characteristic.

12. The office information system according to claim 11, wherein the operational history storage device stores a total time of use of the system with respect to each of the number of users, in addition to the operational history records.

13. The office information system according to claim 11, further comprising a voice output device which produces a synthesized voice according to the customized operational message output from the customizing device.

14. An office information system comprising:

a communication device linked to a remote terminal via a network for telecommunications between the system and the remote terminal;

an information processing device which produces a reconstructed image when an image transmitted by the remote terminal is received by the communication device via the network;

an output-data processing device which determines whether the reconstructed image output from the information processing device is defective in image quality; and

a message device which supplies, when the reconstructed image is determined as being defective, an error message, indicating that an error occurs in the

outputting of the image received at the system, to the communication device, so that the error message is transmitted to the remote terminal via the network.

15. An office information system comprising:

a communication device linked to a remote terminal via a network for telecommunications between the system and the remote terminal;

a printing device which produces a printed image;

an image-quality evaluation device which produces a result of evaluation of a quality of the printed image every time the printed image is output by the printing device; and

a storage device, coupled to the communication device, which stores the result of evaluation output by the image-quality evaluation device,

wherein a latest result of the evaluation that is output by the image-quality evaluation device is stored in the storage device, and said communication device transmits an operational message, indicating the

stored latest result of the evaluation, to the remote terminal via the network when an image-quality message request from the remote terminal is received at the communication device.

16. The office information system according to claim 15, wherein the communication device is linked to a digital network.

17. The office information system according to claim 15, wherein the communication device is linked to an analog telephone network, and said office information system further comprises:

a voice recognition unit which recognizes a voice signal, sent from the remote terminal via the network, as the image-quality message request; and

a voice synthesis unit which produces a synthesized voice signal indicating the latest result of the evaluation output from the storage device.

18. An office information system comprising:

a communication device linked to a remote terminal via a network for telecommunications between the system and the remote terminal;

a printing device which prints an image on a copy sheet;

a sheet-quality evaluation device which produces a result of evaluation of a quality of the copy sheet every time the printed image is output by the printing device; and

a storage device, coupled to the communication device, which stores the result of evaluation output by the sheet-quality evaluation device,

wherein a latest result of the evaluation that is output by the sheet-quality evaluation device is stored in the storage device, and said communication device transmits an operational message, indicating the stored latest result of the evaluation, to the remote terminal via the network when a sheet-quality message request from the remote terminal is received at the communication device.

19. The office information system according to claim 18, wherein the communication device is linked to a digital network.

20. The office information system according to claim 18, wherein the communication device is linked to an analog telephone network, and said office information system further comprises:

a voice recognition device which recognizes a voice signal, sent from the remote terminal via the network, as being the sheet-quality message request; and

a voice synthesis device which produces a synthesized voice signal indicating the latest result of the evaluation output from the storage device.

21. An office information system comprising:

a sound input device which accepts an input signal;

an acoustic signal detecting device which detects an acoustic signal from the input signal accepted by the sound input device;

a first evaluation device which determines whether the detected acoustic signal is a noise signal or a speech signal;

a speech dictionary which stores reference feature patterns provided for a speech recognition;

a machine noise dictionary which stores reference noise patterns provided for a noise evaluation;

a speech recognition device which recognizes, when the detected acoustic signal is determined as being the speech signal, the speech signal as being an operational request based on the reference feature patterns from the speech dictionary;

a second evaluation device which determines whether or not the noise signal is acceptable based on the reference noise patterns from the machine noise dictionary, when the detected acoustic signal is determined as being the noise signal;

a noise storage device which stores a machine noise signal;

a noise storage control device which allows the machine noise signal to be stored into the noise storage device, based on a result of the determination of

the noise signal by the second evaluation device; and

a sound output device which reproduces the noise signal from the noise storage device.

22. The office information system according to claim 21, wherein the noise storage control device allows a date and time of the determination of the noise signal with respect to the machine noise signal to be additionally stored into the noise storage device.

23. The office information system according to claim 21, wherein the noise storage control device allows a result of evaluation of the machine noise signal to be additionally stored into the noise storage device, the result of evaluation indicating the result of the determination of the noise signal by the second evaluation device.

24. The office information system according to claim 21, wherein the noise storage control device allows the machine noise signal to be stored into the noise storage device, when the noise signal is determined by the second evaluation device as being not acceptable.

25. The office information system according to claim 21, wherein the first evaluation device determines whether the detected acoustic signal is a noise signal or a speech signal, by performing a speech recognition process on the detected acoustic signal, and when the detected acoustic signal is rejected as a result of the speech recognition process, the first evaluation device determines the acoustic signal as being the noise signal.

26. The office information system according to claim 21, wherein, when the speech

recognition device recognizes the speech signal as being a registering request, the noise storage control device allows the machine noise signal to be stored into the noise storage device, based on the result of the determination of the noise signal by the second evaluation device.

27. An office information system comprising:

an image processing device which prints a processed image, obtained from an original image, on a copy sheet;

a self-diagnosis device which determines whether the printed image on the copy sheet, output from the image processing device, is defective in image quality; and

a voice output device which outputs a synthesized voice when the printed image is determined as being defective, the synthesized voice indicating a result of the determination by the self-diagnosis device.

28. The office information system according to claim 27, wherein the self-diagnosis device detects whether lack of toner or lack of copy sheets in the image processing device has occurred.

29. An office information system comprising:

a voice input device which accepts an input voice from a user so as to generate an electrical signal corresponding to the input voice;

a voice recognition device which recognizes the electrical signal, produced by the voice input device, as being an operational command input to the office information system; and

a command execution device which executes an image forming operation on the office information system based on the operational command recognized by the voice recognition device,

wherein the voice recognition device is configured to recognize the electrical signal as being an operational command which sets an operating condition change to the image forming operation, the operating

condition change being represented by a difference between a previously-set operating condition and a currently-set operating condition.

30. The office information system according to claim 29, wherein the voice input device includes a transmitter/receiver unit which receives an input voice from the user so as to generate an electrical signal corresponding to the input voice.

31. The office information system according to claim 29, wherein the voice recognition device is configured to recognize a plurality of voice segments included in the input voice, as being respective operating conditions of an operational command.

32. The office information system according to claim 29, further comprising an operating-condition input device which accepts a manually-indicated magnitude on the operating-condition input device as an operating condition change to the image forming operation.

33. An office information system comprising:

an operational event detecting device which determines whether an operational error occurs in the system by detecting a plurality of predetermined operational events in the system; and

a voice message device which outputs a voice message based on a result of the detection of the plurality of predetermined operational events, the voice message being indicative of the occurrence of an operational error in the system.

34. The office information system

according to claim 33, wherein the operational event detecting device detects whether a user leaves from the system, whether a new user attends at the system in place of the user, and whether a document remains on the system after the leaving of the user or the attendance of the new user, and the voice message, output by the voice message device when the document is detected as remaining on the system, indicates that the document remains on the system after the leaving of the user or the attendance of the new user.

35. The office information system according to claim 33, wherein the operational event detecting device detects whether a user leaves from the system, whether a new user attends at the system in place of the user, and whether a copy sheet erroneously remains on the system after the leaving of the user or the attendance of the new user, and the voice message, output by the voice message device when the copy sheet is detected as erroneously remaining on the system, indicates that the copy sheet erroneously remains on the system after the leaving of the user or the attendance of the new

user.

36. The office information system according to claim 33, wherein the operational event detecting device detects whether a reconstructed image output by the system from an original image is defective in image quality, and the voice message, output by the voice message device when the reconstructed image is detected as being defective, indicates that the reconstructed image is defective.

37. The office information system according to claim 33, wherein the operational event detecting device detects whether an image of a document placed on the system is a front-side image or a back-side image, and the voice message, output by the voice message device when the image of the document is detected as being the back-side image, indicates that the image of the document is the back-side image.

38. The office information system according to claim 33, wherein the operational event detecting device detects whether a direction of an image of a document placed on the system is equal to a direction of an image to be used in a double-sided copying mode, and the voice message, output by the voice message device when the direction of the image of the document is detected as being unequal to that used in the double-sided copying mode, indicates that the direction of the image of the document does not match with that used in the double-sided copying mode.

39. The office information system according to claim 33, further comprising:

a user ID recording medium in which an identification ID of a user is stored;

a user ID storage device which stores the user ID read from the user ID recording medium when the recording medium is inserted into the system; and

a previous user ID display device which displays an image of the stored user ID output from the user ID storage device when another user attends at the

system in place of the user and a different user ID recording medium storing an identification of the new user is inserted into the system.